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Training 4 - Shopping Cart

Introduction

1. Training Session 4 provides you with step by step instructions on how to create a shopping area on your website, where your customers can securely purchase products online.

2. We have made the online shopping functionality very easy to use, and by the end of this session you will have the skills to:
   a. Add new shopping products to your website
   b. Set shipping costs per location or mode of transportation
   c. Maintain & update your online products to reflect your stock availability

3. Everything that we teach in this training session can be found in our online Technical User Manual.

4. So don't worry if you don't remember all the teachings, as you will be able to locate the relevant information on the eknowhow website.

Shopping Cart demonstration

5. To begin, we will take you through a brief Shopping Cart demonstration, so that you are able to see the layout of the eknowhow shopping cart functionality.

6. Then we will then go and recreate the shopping cart process in our training site.

7. Could you please **open** a new Internet Explorer window.

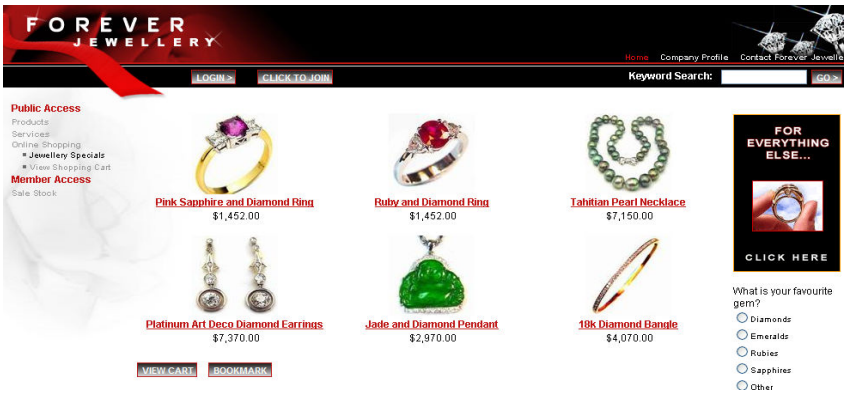
8. In the address field, could you please **type** in the address www.foreverjewellery.biz

9. Please **click** 'enter site' to load up the homepage

10. In the side navigation area, on the left hand side of your webpage, please **click** on the Topic “Online Shopping”

11. Then **click** on the category “Jewellery Specials”

12. You should now see 6 shopping products



13. This is a typical shopping product page.

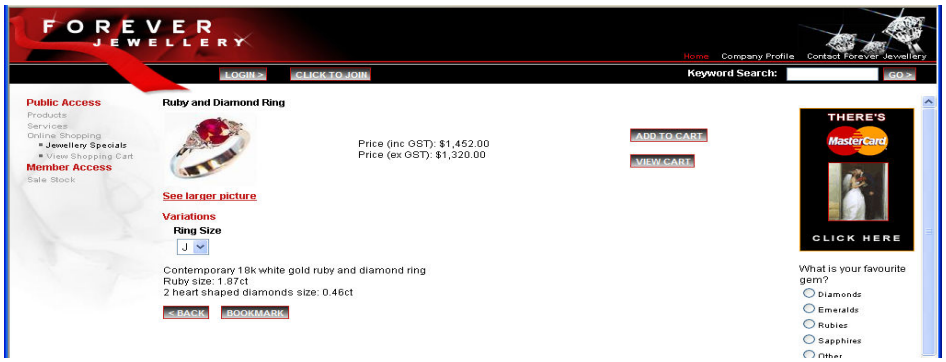
14. Here you are able to view all the products on offer within the “Jewellery Specials” category.

15. Your shopping cart may have multiple categories, and therefore numerous shopping pages just like these.

16. Could you please **click** on the Ruby and Diamond Ring, which is located in the middle of the top row.

17. This has now taken you to the second page of the shopping process, where you are able to view the description of the product.

18. Note that the product image is aligned to the left, with the text appearing below the image.



19. Directly below the product image, you will **notice** a Ring Size variation, with a drop down menu.

20. Please click on the drop down box and you can see that the Ring size variation allows you to purchase the ring in size J or K.

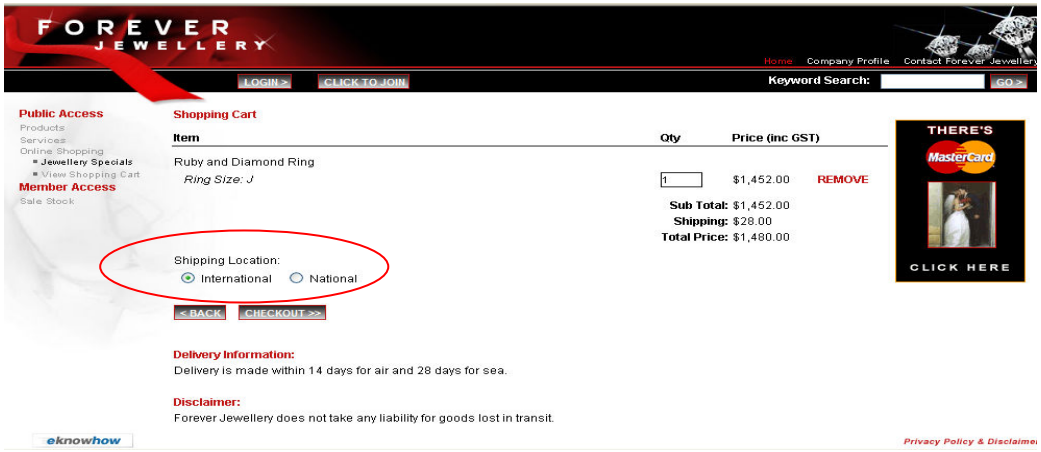
21. Setting variations enables you to select the option that is most relevant to you, thereby customizing the product to meet your preference.

22. Typical product variations include size & colour.

23. Now, if you could please **click** on the ‘Add to Cart’ button on the right hand side of the page.

24. You have now selected to add the Ruby and Diamond Ring to your basket of products for purchase.

25. This takes you to the view shopping cart page, displaying the Ruby and Diamond ring that you have selected.



26. In the middle of the page you will notice ‘Shipping Location’, with two options: “International & National”

27. What this means is that this product can be shipped both within the country and to other locations around the world

28. Please ensure that you have ‘International’ selected.

29. To the right of the page is the price of the product.

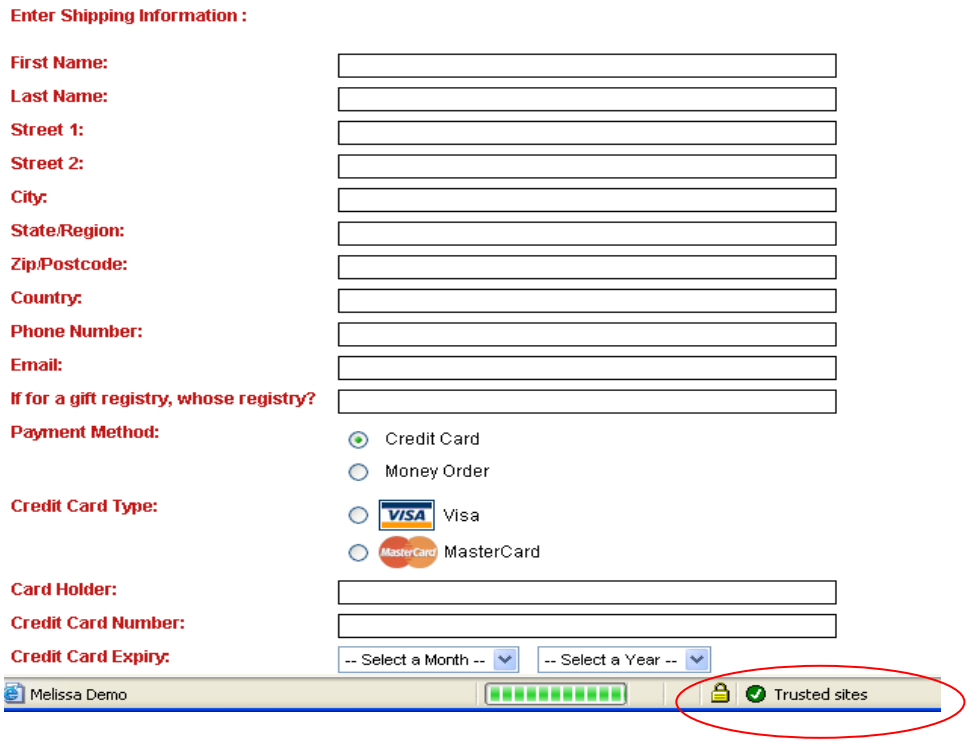
30. You will notice that $28 has been added to the price for shipping.

31. Shortly, we will walk you through the steps that need to be taken to create shipping locations and set corresponding shipping costs.

32. Please **click** on the checkout button below the shipping locations.

33. This should load up a pop up checkout screen.

34. The first thing to note is the padlock at the bottom right of the checkout page.



35. The padlock indicates that this website is a secure website.

36. eknowhow has created a secure transaction environment for all our websites.

37. This is because eknowhow Shopping Cart uses SSL, which stands for Secure Socket Layer technology.

38. SSL is the industry standard for encryption technology.

39. An encrypted SSL connection means that users can confidently type private data, such as credit card numbers, into a web site, trusting that SSL keeps it private and confidential.

40. Encryption provides you with the security and peace of mind that you need to make any purchases over the internet.

41. Referring to the fields in the checkout screen, what you the customer would do at this stage is fill out the fields with your shipping information and payment details.

42. As this is a demonstration only, you **don't need to fill** this information in now.

43. If you had filled in this information, you would naturally submit this to complete your purchase.

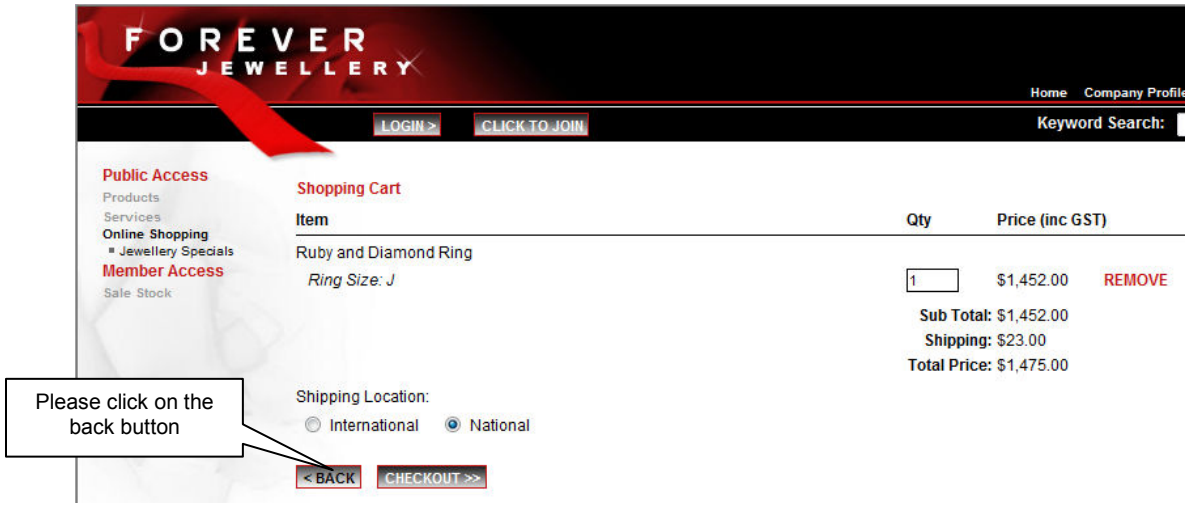
44. This would generate an order receipt that would be emailed directly to the web administrator.

45. It could also generate an automatic receipt which would be emailed to you, the customer.

46. Please **click** the 'X' at the top right of the pop up box to close it.

47. Before you close this website, I will get you to save an image so that you can upload it later when you recreate this product in our training site.

48. Please **click** on the 'Back' button in the view shopping cart screen, below the shipping locations

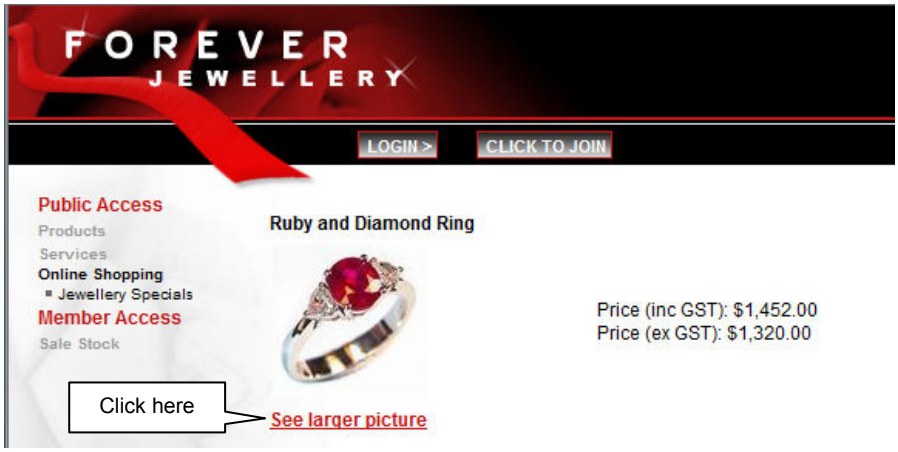


49. This should take you back to the homepage.

50. On the left hand navigation area, please **click** on the "Online Shopping" topic and the "Jewellery Specials" category

51. Again, could you please **click** on the Ruby and Diamond Ring, located in the middle of the top row.

52. Please **click** on the 'See larger picture' text



53. Please **place** your cursor on the enlarged image

54. Right **click** on your mouse and

55. **Select** 'Save Picture As'

56. A 'Save Picture' Dialog Box opens up and has highlighted the file name of the image.

57. **Overwrite** the current file name and **type** 'Diamond Ring.jpg', to ensure that the computer recognises that the image is a jpeg file.

58. On the left hand side of the 'Save Picture' Dialog Box, could you please **click** on the 'Desktop' icon,

59. Then **click** 'Save'.

60. This will save your image to your desktop, so that it is easily accessible for later use.

61. Once the image is saved, **please** click on the 'X' of the enlarged image to close the image.

Add a Shopping Product

62. Now we are going to create what was demonstrated on the Forever Jewellery site on your eknowhow website.

63. In the address bar of the Forever Jewellery website, please **delete** the current web address and **type** your website domain name with the extension /html/admin e.g. www.domain.com.au/html/admin

64. **Press** 'Enter' to open the site

65. This loads up your administration site.

66. You will see on the left hand side there is a username and a password area

67. This area enables you to login to the administration site.

68. Please **login** with your username and password

69. **Click** 'Login'

70. What you will see loading up at the top of the Administration site are 16 different tools.

71. Each tool is responsible for a specific function

72. Today, you are going to work with the 'Shopping Manager' tool.

73. On the top row, on the far right hand side, please **click** on 'Shopping Manager'

74. Shopping Manager allows you to set up a shopping cart facility to sell goods and services securely on your website.

75. What you're going to do now is add a shopping product to your website.

76. Please **click** on the first button, 'Manage/Add Products'

77. Firstly, you need to set up a category under which you will place your shopping products.

78. Please **click** 'Manage/Add Categories'

79. Now, if you could please **click** 'Add', you are then able to type in the category that you wish to add to the website.

80. Could you please **type** the word 'Rings' in the Title Area.

81. Please **click** 'Accessible by everyone'.

82. Clicking on 'Accessible by everyone', means that anyone surfing the web and coming across your site could view your shopping products.

83. If you were to click on the second circle button titled **'**Accessible only by logged in clients', this means that people who have log in access to your site, that is, people who are in your client database and logged in as a client, can view the shopping products.

84. You may want to have special sale items available to your members or your VIP clients under this area.

85. If you were to click on the third circle button, 'Restricted access to specified clients', a list of all the clients in the database would appear, where you could choose which customers to give restricted access to.

86. So what this means is that the customers you select would be the only people able to view and purchase these products.

87. Restricted access could be useful if you have product specials that are client specific, and do not apply to all members of your site.

88. A point worth noting is that Shopping Manager allows you to have only one topic.

89. So while you may have several categories, each category will appear under the same topic.

90. For example, if you have rings, pearls and necklaces as 3 separate categories, they will all appear to be located under the same topic, which in our case is Online Shopping.

91. What this means is that if you place one category in public access, one category in client access and one category in restricted access, they will all appear with the same “Online shopping” topic.

92. Moving onto 'Restricted access to specified administrators', if you **click** this check box, you are able to nominate specific administrators, giving only them the ability to edit products in this category.

93. Administrators who are not nominated do not have the ability to edit the products in this category, and do not even see that this category exists.

94. For the moment, please **deselect** the option ‘Restricted access to specified administrators’.

95. For the “Rings” category example, because we want anyone to be able to purchase from the site.

96. Please **click** on the first circle button, ‘Accessible by everyone’.

97. Please **click** ‘Add/Update’ to save these changes.

98. Please **click** ‘Back’ at the bottom of the page to return to the previous page.

99. Then **click** on the drop down menu and **select** the ‘Rings’ category,

100. You will see a box which says ‘Sorry, there are currently no items to display’.

101. This is telling you that currently there are no products under the rings category.

102. Please **click** ‘Add Product’, the button above the Products box

103. **Type** “Ruby and Diamond Ring” in the ‘Title’ Area

104. In the ‘Description’ area, please **type** “Description of ring goes here”.

105. You may have codes associated with your products.

106. If you could please **place** your cursor in the ‘Code’ area and **type** 070354, as this is the related product code for the Ruby and Diamond ring.

107. The price of this ring is $1320.

108. Could you please **place** your cursor in the ‘Price’ area and **type** 1320

109. You do not need to use a $ sign as the software automatically recognises the figure as a dollar amount.

110. Just below the ‘Price’ field you will **notice** a ‘Price Prefix’ field.

111. This field enables you to include for example, “From $1320”, as opposed to just having a fixed price.

112. If you wanted the price to be “From $1320”, you would leave the price field as it is with 1320, and you would type the word “From” in the Price Prefix field.

113. For this demonstration we will **leave** the price prefix field blank.

114. In the image area, please **select** ‘Browse’ and locate the ‘Diamond Ring’ image that was previously saved to your desktop

115. **Click** on the image

116. **Select** ‘Open’.

117. Please **click** the word ‘PREVIEW’ to ensure you have selected the correct image.

118. Would you please **close** the image by clicking on the ‘X’ at the top of the pop up box.

119. Using the scroll bar on the right hand side of your page, please **scroll** to the bottom of the screen.

120. As you can see, there is an area for variations and an area for shipping class.

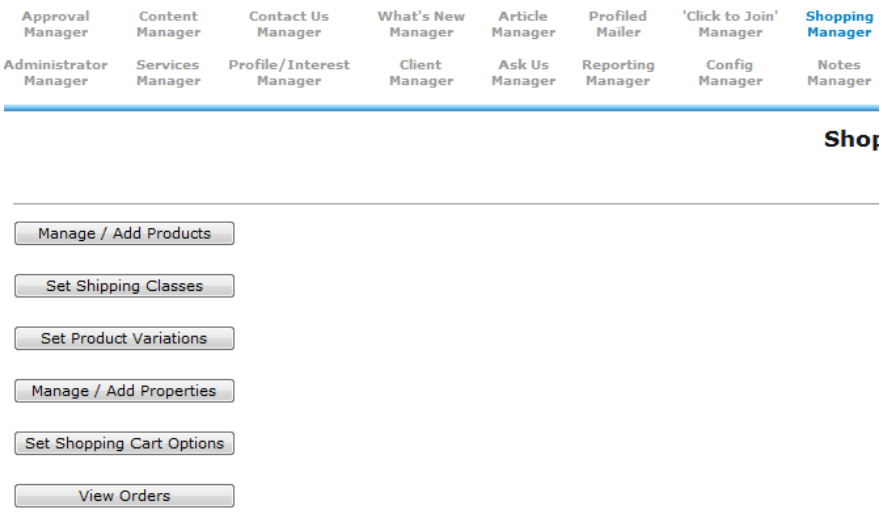
121. Before selecting the variations and applicable shipping costs, you will need to set these options.

122. To do this, you first need to save what you have created so far.

123. Please **select** 'Add/Update'

124. As you can see, this has taken you back to the original page that you were working on

125. Please **select** 'Back' to take you to the main menu with all the shopping functions



Set Shipping Classes

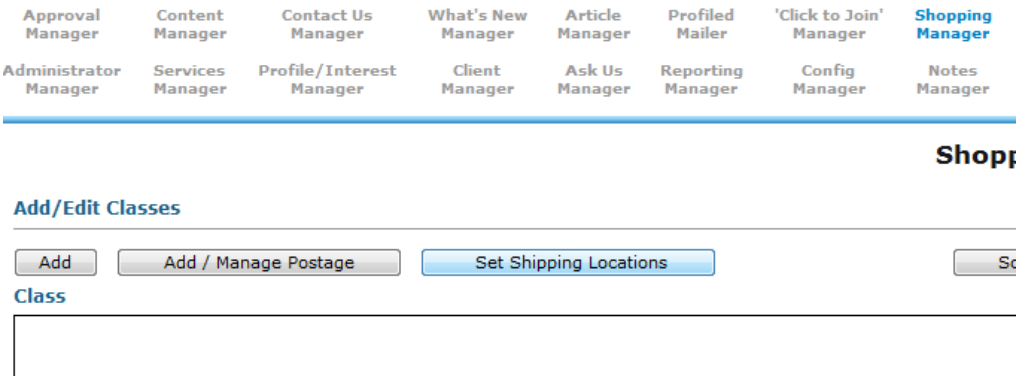
126. Now we are going to define the postage costs for your products.

127. Shipping costs may be set up according to the mode of transport or regional charges.

128. Please **click** the second button from the top, 'Set Shipping Classes'.

Shipping Locations

129. Please **click** the third grey button from the left, ‘Set Shipping Locations’.



130. You will now set shipping locations for your products, and then give each shipping location a different price.

131. **Click** ‘Add’

132. Shipping locations can generally be broken down into Local, National and International, where:
a. Local is your city
b. National is your country and
c. International is the rest of the world

133. In the Title Area, let’s **type** “International” as the first of your shipping locations.

134. **Click** ‘Add/Update’ to save this shipping area

135. Now, let’s **click** ‘Add’

136. Then **type** “National” in the Title.

137. **Select** ‘Add/Update’ to save.

138. **Click** the ‘Back’ button to take you back to the main shipping class screen

139. What you have just done is add 2 shipping locations, International & National.

140. For demonstration purposes, these locations will be the areas that your products will be shipped to.

Shipping costs per location

141. We now require you to individually price the two shipping locations that you just added.

142. Please **click** 'Add', the first grey button on the left.

143. In the Title Area, please **type** "Air Freight".

144. This will be your Shipping Class.

145. What you are going to do now is set different prices for international and national air shipments.

146. There are two ways you can set the shipping costs.

147. You can set the shipping cost to be a standard amount per item; or

148. You can allocate a standard shipping cost for the first certain number of items, and then a specified standard amount for each additional item.

149. In the 'International' area, next to the $ sign, please **delete** the 0 and **type** the number 15.

150. **Keep** the 'per item' displayed in the drop down box.

151. What this means is that all international orders that are shipped by air will have a postage cost of $15 per item, no matter how many items are purchased.

152. In the 'National' area, next to the $ sign, please **delete** the 0 and **type** the number 10

153. From the drop down box where it currently says 'per item', please **select '**for the first'

154. In the third box from the left, next to the word 'items', please **delete** the 0 and **type** in the number 5

155. Then, in the last box, of the 'National' shipping class, next to the $ sign, **delete** the 0 and **type** in the number 3

156. You have just set the air shipping costs within Australia to be $10 for the first 5 pieces of jewellery that are shipped, and $3 for every additional item.

157. Now, if you can please **click** 'Add/Update' to save the changes that you just made.

Shipping Costs per $ Spent

158. An additional way of setting shipping costs is by specifying a single shipping price per dollar amount spent.

159. Please **click** on the 'Add/Manage Postage' button, the second grey button from the left.

160. Then **click** on the 'Add' button.

161. A line of labeled boxes appears, titled 'Range'.

162. Please **place** your cursor in the first field, next to the 'From $', and **add** 0.

163. In the second free field, next to the 'To $', please **type** 999.

164. In the third field, next to 'Add $', please **type** 6.50.

165. You have just set up a $6.50 postage cost for all purchases that are between $0 and $999.

166. We now want to specify another shipping cost for a different purchase range.

167. Would you please **click** the grey 'Add' button, which is sitting on top of the word "Range".

168. In the new range, the first field, next to the 'From $' sign, please **type** 1000.

169. In the second free text field please **type** 5000.

170. In the third free text box please **type** 13.

171. You have just set a $13 postage cost for purchases that are between $1000 and $5000.

172. This shipping cost will appear when you make purchases, and will automatically be added onto the existing standard air shipping costs.

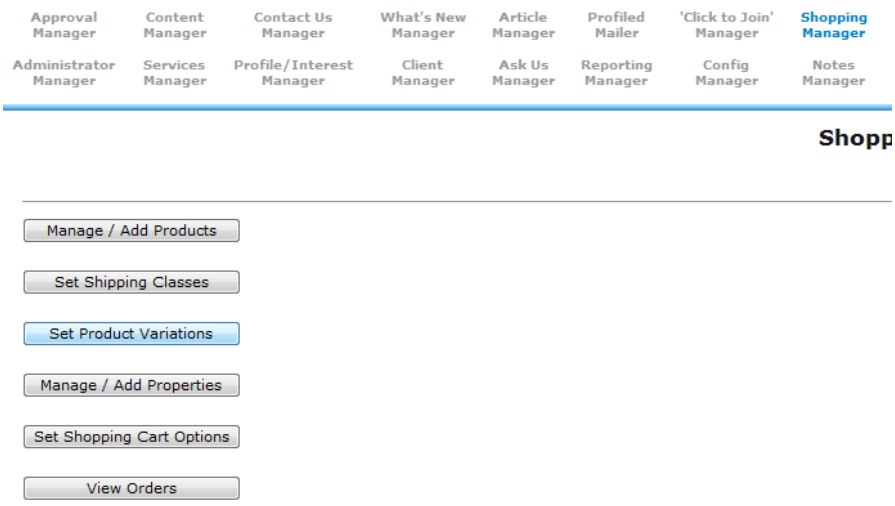
173. Should a customer within Australia make a purchase from your website that was $3000, their shipping cost would include both the national air postage cost of $10 that you previously created, plus an additional $13 for having spent over $1000.

174. Shortly, we will take you through an example purchase with the product that you created, and you will see how the software automatically determines the shipping costs for the customer who is purchasing, and adds the cost to the total price.

175. Please **click** the 'Add/Update' button, below the second range, to save your changes and then please **select** 'Back'.

Set Product Variations

176. To set product variations for your Ruby and Diamond Ring, please **click** on the third grey button, 'Set Product Variations'.



177. Currently, no product variations have been set for the jewellery items available on the website.

178. As mentioned earlier, size is a common variation among rings, so let's **add** ring size to your variations.

179. **Click** the grey 'Add Variation' button that sits above the Variations box and in the title area, please **type** "Ring Size".

180. Please **select** the tick box 'Select Different variation options for each product', which is directly under the title field.

181. This allows you to select different variations for each product, rather than having all of the same variations apply to each product.

182. This would allow you, for example, to sell the Ruby & Diamond ring in sizes J & K, and the Platinum Emerald ring in size K only.

183. Ok, so you are now going to specify the various ring sizes

184. **Place** your cursor in the free text field next to the word 'Variation',

185. Please **add** the letter J.

186. **Leave** the current fields as they are.

187. Then would you please **click** on the 'Add Variation' button, the grey button above the Variation field, to add in the next ring size.

188. Please **place** your cursor in the variation field that just appeared and **Add** the letter K.

189. You can specify price differences between the various ring sizes.

190. Therefore, by selecting the plus or minus signs from the drop down menu next to the variation, you can increase or decrease a price by a fixed amount or a percentage of the original price.

191. So, for ring size K, please **keep** the + sign in the field next to the variation selected and then in the third field across, working left to right, **delete** the 0 and **type** 2 and **keep** '$ / per item' selected from the drop down box.

192. What you have now created are two ring size variations: J & K.

193. Should a customer select a ring with size variation J, there will be no impact on the price of the ring.

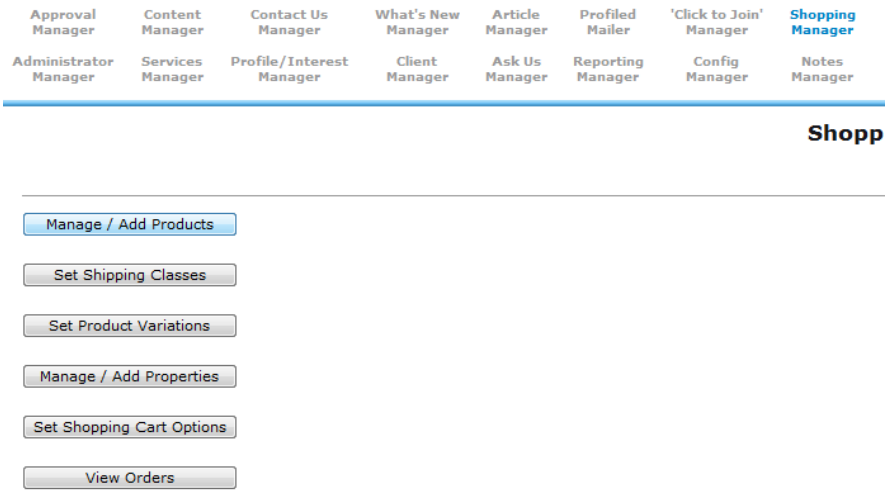
194. However, if ring size K is selected, $2 will automatically be added to the product price.

195. Please **click** 'Add/Update', the grey button below the K variation to save this variation.

196. **Select** 'Back' to return to the main shopping menu.

Manage/Add Products

197. The next item we would like you to **click** on is the 'Manage/Add Products' button, the top button from the menu.



198. From the drop down menu, please **select** the bottom option, "Rings".

199. This allows you to return to the Ruby and Diamond product you originally created, in order to select the applicable variations and shipping costs.

200. You will see in the box below the grey 'Add Product' button the Ruby and Diamond product that you created.

201. Please **click** 'EDIT', which is next to the product title.

202. Use the scroll bar on the right hand side of your screen to scroll down to the bottom of the page.

203. In the variations area, you will now see the Ring Size variation that you added before, with a required check box next to it.

204. Please **tick** the variations J & K.

205. Also **tick** the Ring Size and the required box, so that when the customer makes their purchase, they are required to select a ring size from the variations provided.

206. You have just enabled customers to select ring size J or K when they purchase a Ruby and Diamond Ring.

207. Please **select** 'Air Freight' from the Shipping drop down menu, below the variations box.

208. Selecting air freight from the drop down menu will ensure that when a customer purchases the Ruby & Diamond product, the national and international air shipping costs are applied.

209. Now, if you could please **select** 'Add/Update', the grey button at the bottom of the screen to save changes to the Ruby & Diamond product.

210. You have now edited the product, and it can now be viewed on your public website.

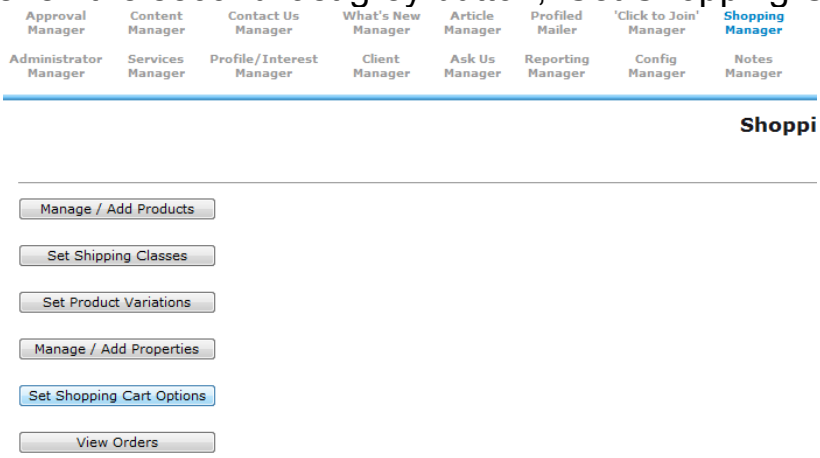
211. However, before you look at the product that you just created, you will need to set the shopping configuration options.

212. The configuration options will allow you to customise your shopping cart.

213. Please **select** the 'Back' button to return to the main menu of the 'Shopping Manager'.

Set Shopping Cart Options

214. Please **click** the second last grey button, ‘Set Shopping Cart Options’.

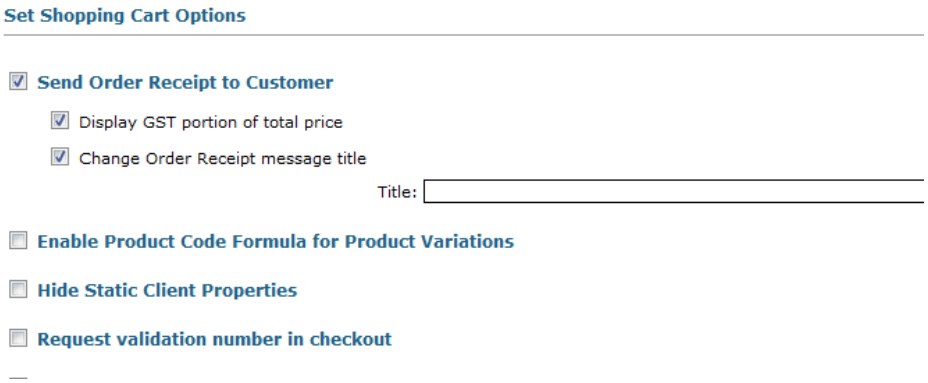


215. What you will see loaded up is a list of options that enable you to configure and manage the shopping area of your website.

216. We will take you through the shopping cart options that will be most relevant to you.

217. All other options, in addition to the options I show you today, can be found on the Technical User Manual in the client access area of the eknowhow website.

218. **Looking** at the first option that has been enabled, ‘Send order receipt to customer’, this allows an email receipt to be sent to the customer with their transaction details.


Set Shopping Cart Options
Send Order Receipt to Customer
Display GST portion of total price
Change Order Receipt message title
Title:
Enable Product Code Formula for Product Variations
Hide Static Client Properties
Request validation number in checkout

219. Under the Order receipt option, you can see two boxes;

220. The ‘Display GST portion of total price’ functionality enables the receipt to display the GST component of the total price.

221. In the ‘Title’ text box under ‘Change Order Receipt message title’, it may be blank at this stage; you may type in whatever you like.

222. Please **click** on the ‘Send order receipt to customer’ option so that we can deselect this option, as it is not relevant for this demonstration.

223. There should now be no tick appearing in the box of this option.

224. The second setting of the configuration options, under ‘send order receipt to customer’ is ‘Hide static client properties’.

225. This option enables you to hide default client properties that are displayed in the checkout form.

226. If you recall on the Forever Jewellery site, when you selected to checkout, a checkout form appeared, where you were prompted to complete several fields, including address, city, state, postcode, country and phone number.

227. These fields are actually known as static client properties, and can be hidden from the customer’s view.

228. If you were to hide these fields, the only fields that would appear on your checkout page would be “first name”, “last name” and “email”, as these are mandatory fields that cannot be hidden.

229. If you have selected this option, please **deselect** it, as you want these static fields to appear in the checkout area so that you have an address to deliver to.

230. Please **click** on the, ‘Show shopping cart contents in checkout’, the sixth check box.

231. This will enable customers to view the items they are purchasing when they complete their transaction details in the checkout screen.

232. The next option ‘Hide back button in shopping cart’ means that on the view cart page there will be no back button for customers to return to the previous product screen they were viewing.

233. What this means is that once a customer selects to add a product to their shopping cart, they will not be able to return to the shopping product page, and will be prompted to checkout.

234. Please **do not tick** this option for this demonstration.

235. Moving onto the next option, the 8th check box from the top, 'Disable Shipping'.

236. This option enables you to disable any effects the shipping classes and postage have on your products.

237. As you have already set shipping classes for your products, please **leave** this check box deselected.

238. Please **select** the 'Display shopping cart when new product is added', option, which is the tenth check box from the top,

239. With this option, when a customer selects a shopping product, rather than revisiting the product page, they are automatically directed to the shopping cart page, where they can view their selected product for purchase.

240. If this option is not selected, the customer will remain at the product selection page and will need to click 'view cart' at the top or bottom of the shopping page, or 'view orders' on the side navigation to see their shopping cart page.

241. Please **use** the scroll bar to scroll down the page, until the 'Include GST on all products' option can be seen at the top of the page.

242. Please **click** on the option, 'Include GST on all products', GST will be calculated and applied automatically by the Shopping Manager when products and prices are added to the Shopping Cart.

243. You can specify the GST percentage that you wish to add to products.

244. In the free text field next to GST percentage, please **delete** the 0 and **type** the number 10.

245. Selecting this option means that each individual product will display the price of the product excluding GST and also the price of the product including GST.

246. The next option, ‘Use alternative currency symbol’ gives you the option to display all your prices in a currency other than dollars.

247. You can only use one currency on your site at a time.

248. For example, you cannot have products with dollars and pounds.

249. If you have selected this option, please **deselect** this option now, as you want to use the default dollar currency.

250. Please **select** the option ‘Enable external shopping provider’.

251. This option allows a shopping product to be connected to an external payment gateway provider such as GoPay or Eway.

252. The functionality allows transactions that occur through your system to take place automatically, without your web administrator having to do any manual transaction work to process the payments.

253. If you do not have a connection to an external gateway provider, this option will not apply.

254. You will, therefore, need to manually process each shopping order yourself. Your shopping orders will not be processed through your eknowhow website.

255. To connect to an external gateway provider, you need to select either GoPay or Eway from the drop down box labelled Provider, and then type in your external id, which is the customer id that would have been provided to you by GoPay or Eway.

256. Please **deselect** this option now, as it is not applicable for this demonstration.

257. Moving onto the next option, ‘email administrator when order received’, **make sure** ‘John Roberts’ has been selected from the drop down list.

258. This will enable John Roberts, the site administrator, which in this case is you, to be informed via email each time a customer places an order online.

259. Please **leave** the fields below as they are and **scroll** down the page using the scroll bar, until you can see the Delivery Information and Disclaimer fields.

260. Here, you would naturally add the delivery and disclaimer information as applicable to your shopping products.

261. As usual, you could format the information inside the Delivery and Disclaimer fields by using the bold, italics and underline icons as well as the colour palette.

262. Please **leave** the delivery and disclaimer information as they are, and **scroll** to the very bottom of the page where it says 'Payment Methods Accepted.

263. As mentioned earlier, your eknowhow website uses SSL technology which means that customers can confidently send private data, such as credit card numbers, to your website, trusting that SSL keeps it private and confidential.

264. Would you could please **keep** Credit Card and Money Order selected and in the 'Cards Accepted' area, if you could please also **select** 'American Express' and 'Diners Club'.

265. You have just stated that you will accept credit card and money order as payment for products.

266. The only credit cards you will accept as payment are Visa, Mastercard, American Express and Diners Club.

267. If you could please **select** 'OK', the grey button below Bankcard.

268. To review what you have done so far:
a. You added a Ruby & Diamond Ring to Shopping Manager
b. with ring size as the variation and
c. air freight as the shipping class,
d. and you set all the necessary shopping cart configuration options, to ensure that your shopping cart operates and displays the way you wish.

Shopping Cart Demonstration

269. We are now going to **go** to the front end of your website to see the product that you added.

270. Please **click** on 'Public Site', the second grey button on the far left hand side of your webpage.

271. This will load the homepage.

272. In the Public Access area, please **click** on the 'Online Shopping' topic, then on the 'Rings' category that you created.

273. Please **click** on the Ruby and Diamond Ring.

274. You should see the Ruby and Diamond product with the text that you inserted appearing at the bottom of the page.

275. As you can see, a thumbnail image has automatically been inserted, and you have the option to view a larger image.

276. Please **click** 'see larger picture'.

277. Now, please **click** on the X at the top of the enlarged image to close the image.

278. To the right of the image you can **see** the price, including and excluding GST.

279. Below the image you can see the Ring Size variation.

280. Assuming, you want to purchase the Ruby and Diamond ring in size K, from the drop down menu, please **select** 'K' as the ring size.

281. Selecting ring size K has increased the price of the ring by $2 from $1320 to $1322 (excl GST).

282. 10% GST has automatically been added to the price where you currently see price (incl GST).

283. To add this product to your shopping cart, please **click** on the 'Add to Cart' button, to the right of the product price.

284. Here you can see all the details of the product, including shipping costs and location, and the delivery and disclaimer information, located at the bottom of the page.

285. You have selected a Ruby & Diamond Ring with size K.

286. The product costs $1,454.20.

287. It has a total shipping cost of $28.00 when shipped to an International area.

288. The $28 shipping cost is made up of $15 for shipment to an international location, and $13 shipping cost as the product is over $1000.

289. If you would like this product shipped to a national location, you need to select 'National' from the shipping location area.

290. Could you please now **select** 'National' in the Shipping Location area, under the Item description.

291. Shipping to a National location decreases the total shipping price by $5, from $28.00 to $23.00.

292. The price has decreased due to the fact that you set $15 for an international location as opposed to $10 shipping cost to a national location.

293. If your customer does not select a shipping location, the shipping price will be taken from the first shipping location listed, which in this case is the International shipping cost.

294. You will notice there is a quantity area next to the item you have selected, in which you are able to specify the number of Ruby Rings you wish to purchase.

295. Please **delete** the 1 and **add** the number 2 to the quantity area, and then **click** on the word 'UPDATE' next to the price of the ring.

296. This has automatically increased the price of the product from $1454.20 to $2931.40.

297. The shipping price has stayed the same, as we set $10 shipping for the first 5 items, and you have only selected two items to purchase.

298. At this point you could click (please do not click) on the 'Back' button, above the Delivery Information, to return to the product page where you could look at the other products to purchase, or you could proceed to checkout.

299. To checkout, please **click** on the 'Checkout' button next to the 'back button'.

300. This has brought up a checkout page prompting you to enter your shipping details and payment information.

301. At this stage, you need to enter your relevant shipping and payment details.

302. If you had originally created the shopping category 'Rings' in the member or restricted access area of the website, the first name, last name and email fields would already be populated with information from your client record.

303. This is not the case for this demonstration, as you created the "Rings" category in the Public Access area of the site.

304. If you **scroll** down the checkout page you will see under "Cart contents" the Ruby & Diamond Ring that you are purchasing.

305. To finalise this purchase, all you would need to do is complete all your delivery and payment details and then click the submit order button.

306. Would you please **scroll** back to the top of the checkout page.

307. In the First Name and Last Name fields, please **type** in your name.

308. From the 'Street 1' address field and up to and including the 'Phone Number' field, please **type** test.

309. For demonstration purposes, in the 'Email' field, let's **type** in your email address.

310. In the payment method, please **keep** 'Credit Card' selected.

311. In the ‘Credit Card Type’ area, please **click** Visa, and in the ‘Card Holder’ field please **type** your first name & surname.

312. In the ‘Credit Card Number’ field, please **type** in the following numbers: 1234 1234 1234 1234.

313. In the Expiry Date please **select** December from the first drop down menu, and **select** 2014 from the second drop down menu.

314. Now, please **click** on the ‘Submit Order’ button below the cart content details.

315. Submitting your order automatically generates an order receipt that is emailed to the nominated web administrator to inform them that an order has been received.

316. If you selected the shopping cart ‘send order receipt to customer’, a transaction receipt would have also been emailed to you, the customer, for your own record.

317. We are now going to view the order receipt emailed to the web administrator.

318. Please **click** on the X at the top of the pop up box to close it.

319. To see the receipt, please **open** your email inbox.

320. There should be an email sitting in the inbox with the shopping cart order receipt.

321. Please **click** and **open** the email.

322. This is the order receipt that is sent to the web administrator’s email address.

323. Note that the credit card details are blanked out in the email for security reasons.

324. The transaction, therefore, cannot be processed through the order receipt email.

325. Please **click** on the X at the top right to close the email.

326. You should now be back at your inbox.

327. Upon receiving the order receipt email, if there is no gateway payment connection, the web administrator would go to the Administration Site and view the order that has been made.

328. Would you now please **delete** the email you just viewed.

329. Then if you could **close** Outlook email by **clicking** on the red x at the top right of the inbox.

View Orders

330. To view the order, could you please **return** to the Administration area of your website (and login if required).

331. Please **select** 'Shopping Manager' from the tools at the top of your Administration Site.

332. **Click** the 'View Order' button, the last grey button in the menu.

333. You should see your name in the view order box with today's date.

334. Could you please **click** 'View' to view the new order.

335. This loads the order page with your shipping and payment details.

336. Notice the credit card details are listed.

337. At this point in time, the web administrator would process the order manually with their own payment system, and they would ship the product.

338. For demonstration purposes, we'll pretend the order has already been paid and shipped.

339. Please **scroll** down the order page and **select** the 'Shipped' check box, which is next to the Archive button located at the bottom of the page.

340. Please **click** 'OK'.

341. This has now taken you back to the View Orders page of the Administration Site, however, the order now says “shipped” in brackets, to differentiate between those orders that have been shipped and those that haven’t.

342. If you now want to remove this order from the View Orders box so that you are able to maintain your orders, you could either click on ‘Delete’ to delete the order.

343. Or instead, if you wanted to keep the order on file for future reference, you could simply archive the order.

344. To demonstrate this, could you please **click** on ‘View’ to view the order again.

345. If you **scroll** down to the bottom of the order page, next to the ticked shipping box, you will see an archive box.

346. Please **select** 'Archive' to move this order to the archived area and then **click** ‘OK’.

347. Once again you are back at the View Orders screen, but the order is no longer listed.

348. To acess the archived orders, from the drop down menu where it currently says ‘View Orders’, please **select** 'View Archived Orders'

349. Your order should now appear.

350. Would you now please **delete** the order.

351. When asked whether you are sure if you wish to delete this item, **select** ‘OK’.

352. We have now completed the shopping transaction process.

Recap

353. To summarise the training session on Shopping Manager,

354. You added a Ruby & Diamond ring product.

355. You set Ring Size as the variation, with size K being $2 more expensive than size J.

356. You also set various shipping costs for Air Freight.

357. International Shipping costs were set at $15 per item shipped & National Shipping costs were set at $10 for the first 5 items and then $3 per item.

358. On top of shipping costs by location, you also set shipping costs to be dependent on the price of the product that was being shipped.

359. For products under $999 you added $6.50 to the total shipping cost, and for products above $1000 but under $5000 you added $13 shipping cost.

360. You then set all the shopping cart configuration options according to your needs.

361. Once all the administration set up work was finished, you proceeded through a dummy purchase.

362. You selected the Ruby & Diamond ring for purchase and advanced to the checkout.

363. After completing your shipping and payment details, you submitted your order.

364. Your order was then received by the web administrator in the form of an order receipt.

365. The final step of the transaction process was to go to the Administration Site to view the order that was made.

366. You noted that the order had been shipped, and then you placed the order in an archive area for future reference.

367. That sums up the Shopping process, and completes today's training session.

Site Clean Up

368. Please delete anything you have added to your website:

- **Click** on 'Shopping Manager'
- **Select '**Manage/Add Products'
- **Click '**Manage/Add Categories'
- **Delete "**Rings" Category
- When asked whether you are sure if you wish to delete this item, **select** 'OK'.
- **Select '**Back'
- and then **select '**Back' again
- **Click** 'Set Shipping Classes'
- **Select** 'Add/Manage Postage'
- **Select** 'Remove' to delete the first range
- Then **click '**Remove' again to delete the second range.
- **Select** 'Add/Update'
- **Click** 'Set shipping Locations'
- **Delete** 'International'
- When asked whether you are sure if you wish to delete this item, **select** 'OK'.
- **Delete** 'National'
- When asked whether you are sure if you wish to delete this item, **select** 'OK'.
- **Select** 'Back'.
- **Delete** 'Air Freight' from the box in the middle of the page.
- When asked whether you are sure if you wish to delete this item, **select** 'OK'.
- **Select** 'Back', the button located below the box
- **Select** 'Set Product Variations'
- **Delete** 'Ring Size' variation
- When asked whether you are sure if you wish to delete this item, **select** 'OK'.
- **Select '**Back' to return to the main menu
- **Click** 'Set Shopping Cart Options'
- **Select** 'Send order receipt to customer'
- **Deselect '**Show shopping cart contents in checkout'
- **Deselect** 'Display shopping cart when new product is added'
- Under 'Include GST on all products', **delete** the 10 from the GST percentage field and then **deselect** this option.
- **Scroll** to the bottom of your page

- **Deselect** ‘Diners Club’ and ‘American Express’ from Cards accepted.
- **Click** ‘OK’’
- Now please **go** to your Desktop and locate the Diamond Ring you saved.
- **Right click** on the image and **select** Delete.